

Community Engagement Cluster: Overview of the Regional Service Centers

Mission

Regional Centers represent the County in their respective regions by providing effective and timely liaison between Montgomery County government and its residents and businesses.

Core Functions

Issue and Project Coordination

Community Outreach

Regional Knowledge

Response to Community Needs

Activities

- Recommend programs and policies tailored to the local community

- Advocate for region
- Community outreach
- Respond to residents on behalf of the County Executive
- Promote relationship building & networking
- Engage County departments
- Market available resources to the region

- Staff boards & commissions/support Citizen Advisory Board
- Work with local stakeholders
- Participate in regional planning

- Manage regional issues
- Form partnerships for program support
- Respond to individual resident concerns
- Determine gaps in services
- Coordinate programs to fill gaps

Headline Performance Measures

- Overall satisfaction of Regional Citizen Advisory Boards with the effectiveness of the centers' assessment of community needs, problems and issues.
- Overall satisfaction of Regional Citizen Advisory Boards with the effectiveness and timeliness of the Centers' service as liaisons between Montgomery County residents and the government.



Community Engagement Cluster: **Regional Service Centers Headline Performance Measures**

	FY12	FY13	FY14 (Projection)	FY15 (Projection)	FY16 (Projection)
1. Overall satisfaction of Regional Citizen Advisory Boards with the effectiveness of the centers' assessment of community needs, problems and issues (scale of 1-5)	4.6	4.5	4.0	4.0	4.0
2. Overall satisfaction of Regional Citizen Advisory Boards with the effectiveness and timeliness of the Centers' service as liaisons between Montgomery County residents and the government (scale of 1-5)	4.4	4.3	4.0	4.0	4.0

